

ACTUAL PERFORMANCE FOR OUTCOME MEASURES

448 - Office of Injured Employee Counsel

Fiscal Year 2011

10/7/2011

Actual Performance for Outcome Measures
81st Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

DATE: **10/7/2011**
TIME: **2:37:08PM**
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Agency code: **448**

Agency name: **Office of Injured Employee Counsel**

Type/Objective/Measure	2011 Target	2011 YTD	Percent of Annual Target	
<u>1-1 OMBUDSMAN PROGRAM</u>				
2 % DISPUTES W/ OMBUDSMAN ASSISTANCE	41.00 %	45.12 %	110.05 % *	38.95 - 43.05
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel's (OIEC) Ombudsman Program assists all injured employees who request assistance in the dispute resolution process. Ombudsmen assisted in more proceedings in FY 2012 than projected because slightly more proceedings were held than were anticipated.				
3 % CCH ISSUES PREVAILED W/ OMBUDSMAN	43.00 %	33.90 %	78.84 % *	40.85 - 45.15
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) developed an early intervention process in which disputed issues are resolved prior to entering into the workers' compensation dispute resolution system. Due to this initiative, the majority of disputes that enter into a Contested Case Hearing are more complex. Additionally, an Ombudsman is required to assist injured employees upon request regardless of the merits of the disputed issue. Therefore, injured employees prevailed in fewer disputed issues in FY 2011 than projected.				
4 % APPEAL ISSUES PREVAILED W/ OMBUDS	32.00 %	26.77 %	83.66 % *	30.40 - 33.60
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) developed an early intervention process in which disputed issues are resolved prior to entering into the workers' compensation dispute resolution system. Due to this initiative, the majority of disputes that enter into a Contested Case Hearing and are appealed are more complex. Additionally, an Ombudsman is required to assist injured employees upon request regardless of the merits of the disputed issue. Therefore, injured employees prevailed in fewer disputed issues in FY 2011 than projected.				
<u>2-1 INFORM PARTICIPANT/PROVIDE REFERRAL</u>				
1 % INJURED EMPLOYEES REACHED BY OIEC	96.00 %	95.28 %	99.25 %	91.20 - 100.80
<u>3-1 ENSURE FAIR RULES & ACT AS RESOURCE</u>				
3 % RULES CHANGED FOR BENEFIT OF IE	78.00 %	100.00 %	128.21 % *	74.10 - 81.90
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) analyzes and actively participates in both the Texas Department of Insurance (TDI) and Division of Workers' Compensation (DWC) rule initiatives to carryout its statutory mission to advocate on behalf of the injured employees of Texas pursuant to Texas Labor Code §§404.101 and 404.104. OIEC exceeded the target because TDI incorporated more of OIEC's comments into the adopted rules in FY 2011 than projected. OIEC continues to work with TDI and DWC to advocate on behalf of the injured employees of Texas.				

* Varies by 5% or more from target.